

WS-02987A-08-0180

OPEN MEETING AGENDA ITEM



ORIGINAL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

**Investigator:** Jenny Gomez

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

**Opinion**

**No. 2013 - 111260**

**Date:** 6/18/2013

**Complaint Description:**

08A Rate Case Items - Opposed

N/A Not Applicable

**First:**

**Last:**

**Complaint By:**

Marilyn

Carpenter

**Account Name:**

Marilyn Carpenter

**Home:** (000) 000-0000

**Street:**

**Work:**

**City:**

San Tan Valley

**CBR:**

**State:**

AZ Zip: 85143

**is:** E-Mail

**Utility Company:**

Johnson Utilities L.L.C. d/b/a Johnson Utilities Company

**Division:**

Sewer

**Contact Name:**

**Contact Phone:**

**Nature of Complaint:**

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OPPOSED

6/8/2013

I am opposed to Johnson Utilities rate increase. Johnson utilities (when you figure in the minimum usage) already has one of the highest rates in the valley already.

The service that JU provides is subpar to say the least" Ultra low water pressure, Inaccurate billing, Illegal sewage dumps, Ecoli in the water (which I have personally become ill from) with little to no notice to the public. Are all just a few examples of JU failure to provide even the minimal utility standards.

Given JU track record of misleading and dectetful activity. Instead of a rate increase (which I confident would not go to upgrading service), a full investigation into JU business practices and accounting should be done instead.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

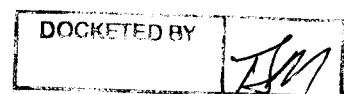
Noted and filed for the record in Docket Control.

\*End of Comments\*

Arizona Corporation Commission

DOCKETED

JUN 19 2013



**Date Completed:** 6/18/2013

**Opinion No. 2013 - 111260**